



# Contract Management in Idaho

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August 5, 2015

# Delays in Medicaid Claims Processing

Evaluation Report  
March 2011

Office of Performance Evaluations  
Idaho Legislature



Report 11-05

# Strengthening Contract Management in Idaho

Evaluation Report  
January 2013

Office of Performance Evaluations  
Idaho Legislature



Report 13-02

Follow-up report 14-04F  
July 2014

## Strengthening Contract Management in Idaho

Office of Performance Evaluations  
Idaho Legislature



Promoting confidence and accountability in state government

Evaluation report 15-04  
March 2015

## Idaho's Instructional Management System (Schoolnet) Offers Lessons for Future IT Projects

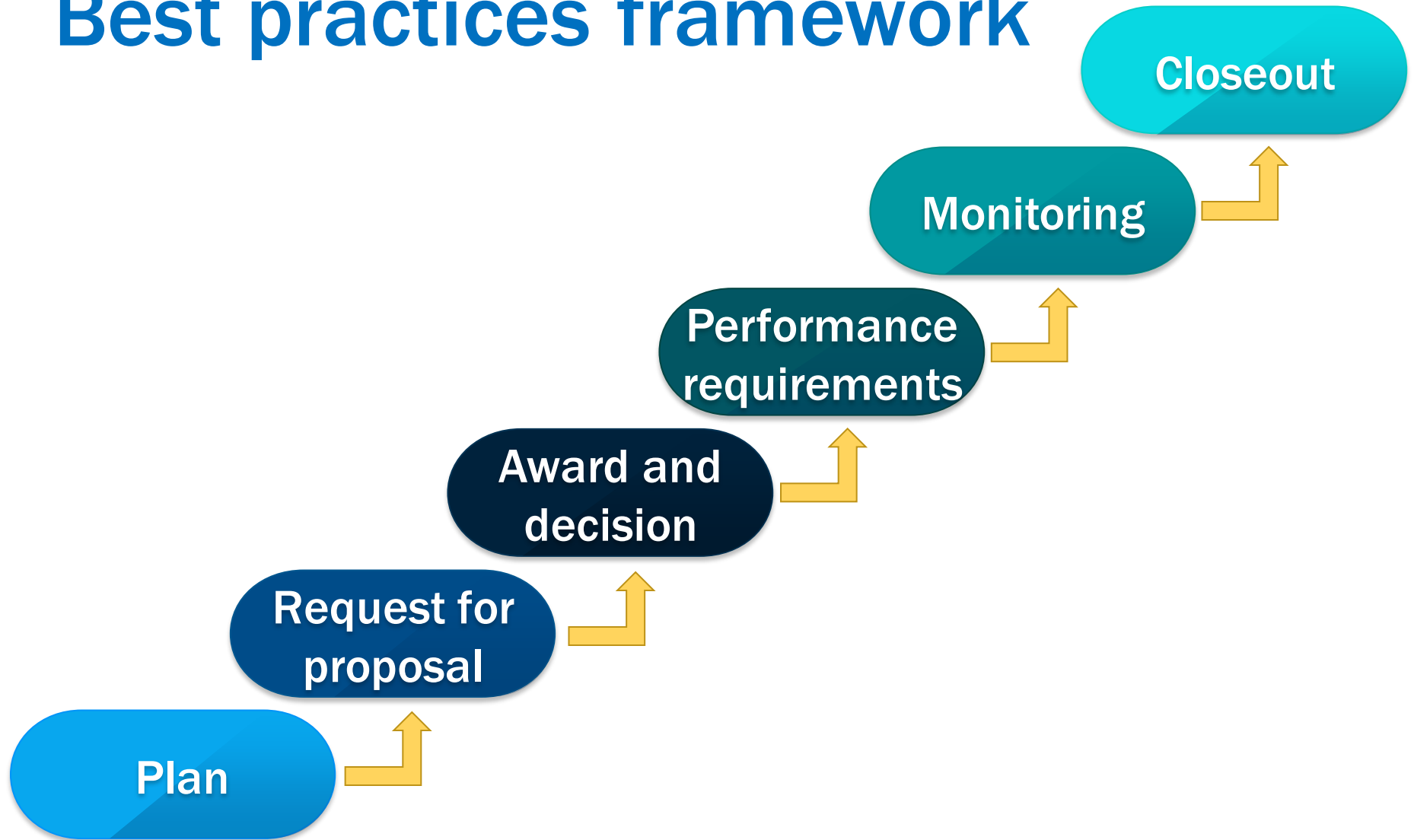
Office of Performance Evaluations  
Idaho Legislature



Promoting confidence and accountability in state government



# Best practices framework



# Idaho's framework lacks clear language.

Plan

Award and  
decision

Request for  
proposal

Performance  
requirements

Closeout

Monitoring

# Idaho's Code is silent on contract monitoring.

Plan

Award and  
decision

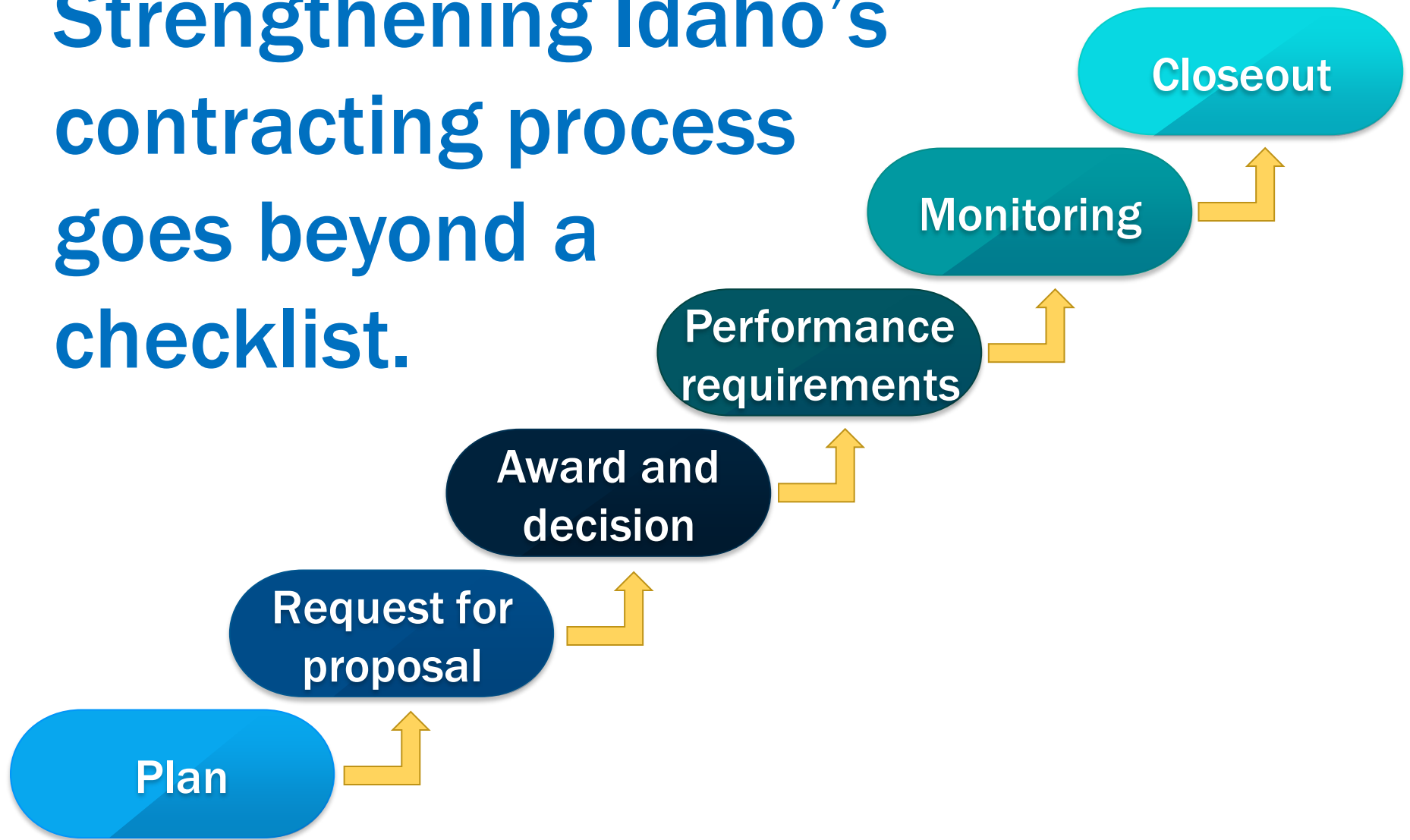
Request for  
proposal

Performance  
requirements

Closeout

Monitoring

# Strengthening Idaho's contracting process goes beyond a checklist.



# Exemptions to statewide rules



**Legislative branch**



**Judicial branch**



**Elected offices**

# Exemptions to statewide rules



## Administrative agencies

Administration

Agriculture

Board of Education

Postsecondary  
institutions

Commerce

Correction

Environmental Quality

Finance

Fish and Game

Executive commissions,  
offices, divisions

Health and Welfare

Health districts

Industrial Commission

Insurance

Juvenile Correction

Labor

Lands

Parks and Recreation

Public Utilities

Self-governing agencies

State Police

Tax Appeals

Tax Commission

Transportation

Water Resources





# Policy considerations for the Legislature

**Require exempt agencies to incorporate best practice checklists into their policies**

**Require exempt agencies to be subject to contract monitoring for high-dollar or high-risk contracts**



# Recommendations for the Division of Purchasing

**Strengthen existing framework**

**Increase agency capacity**

**Establish a contract management  
framework**

# The Division of Purchasing took action.

Enhanced existing resources

Expanded training program

Proposed changes to rules

Focused on high-dollar service contracts

CONTRACT ADMINISTRATION AND  
MANAGEMENT GUIDE



PROCUREMENT  
DESK MANUAL



STRENGTHENING CONTRACT  
MANAGEMENT IN IDAHO



STATE OF IDAHO  
DEPARTMENT OF ADMINISTRATION  
DIVISION OF PURCHASING  
Response Report & Plan

# Proposed requirements for high-dollar service contracts

Involve third party, subject matter expert

Board oversight

Administrative agreement

Project manager

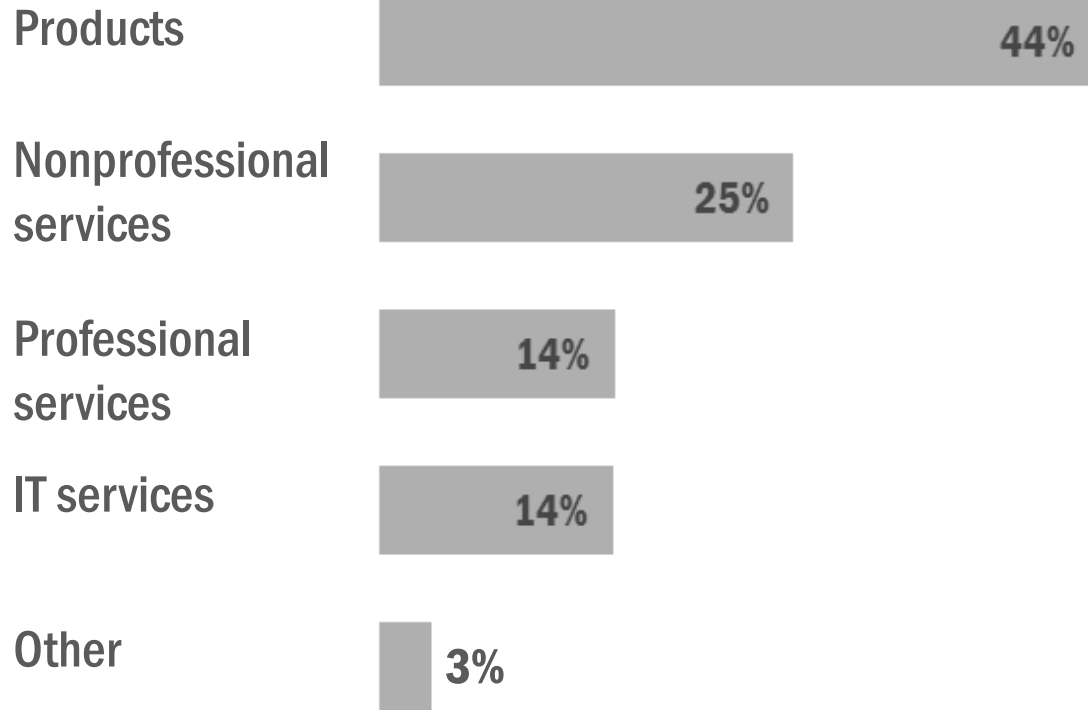
Reporting requirements



# Active contracts as of June 2014

**831**

Active contracts



# Active contracts as of June 2014

**831**

Active contracts

**\$3.2 billion**

Total contract amount authorized

Products

44%

14%

Nonprofessional  
services

25%

9%

Professional  
services

14%

39%

IT services

14%

38%

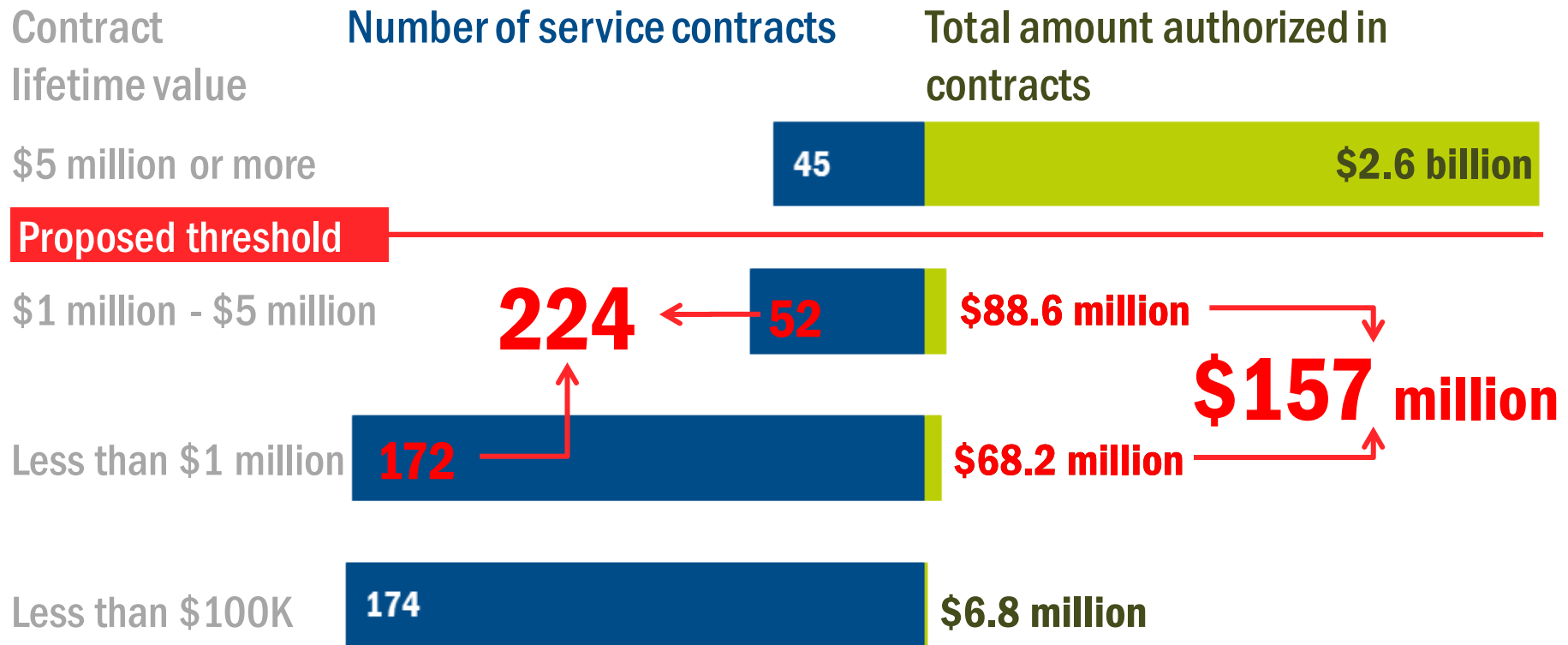
Other

3%

0.2%



# Lifetime value of active service contracts





**Contracts  
are a  
single cog  
in a large  
machine.**